



iVW-UD322 / iVW-UD322F

Video Wall Controller

Supports 2 x 2, 2 x 1, 3 x 1, 1 x 3, 4 x 1 & 1 x 4 Video Wall Array

User Manual

Rev. 1.01



Notice

Thank you for choosing iNDS products! This user manual provides detailed instructions of using the iVW-UD322 Video Wall Controller. Please read carefully and start to enjoy the powerful functions of the video wall controller!

- iVW-UD322 is hereafter referred to as the iVW-UD322 Video Wall Controller.
- This manual provides the description of all the functions of iVW-UD322.

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Table of Contents

NOTICE.....	II
TABLE OF CONTENTS.....	III
LIST OF FIGURES	V
LIST OF TABLES.....	VII
1 INTRODUCTION.....	1
1.1 INTRODUCTION.....	2
1.2 FEATURES.....	2
1.3 EXTERNAL INTERFACES, SWITCHES AND LEDs.....	3
1.3.1 Front Panel	3
1.3.2 Rear Panel	3
1.4 TECHNICAL SPECIFICATIONS	4
1.5 DIMENSIONS.....	5
2 PACKING LIST.....	6
3 INSTALLATION	8
3.1 REQUIREMENTS.....	9
3.1.1 Video Card	9
3.1.2 Monitors.....	9
3.1.3 Cables	9
3.2 ARRAY SETUP OPTIONS	10
3.2.1 2 x 2 (Landscape).....	10
3.2.2 2 x 2 (Portrait)	10
3.2.3 2 x 1 (Landscape).....	11
3.2.4 2 x 1 (Portrait)	11
3.2.5 3 x 1 (Landscape).....	12
3.2.6 3 x 1 (Portrait)	12
3.2.7 4 x 1 (Landscape).....	13
3.2.8 4 x 1 (Portrait)	13

iVW-UD322 Video Wall Controller

3.2.9 1 x 3 (<i>Landscape</i>).....	14
3.2.10 1 x 3 (<i>Portrait</i>)	14
3.2.11 1 x 4 (<i>Landscape</i>).....	15
3.2.12 1 x 4 (<i>Portrait</i>)	15
3.3 INSTALL MONITORS.....	16
3.4 MOUNT THE VIDEO WALL CONTROLLER	16
3.5 CONNECT CABLES.....	17
3.5.1 <i>Connect the DVI Cables</i>	17
3.5.2 <i>Connect iVW-UD322 to the Power Supply</i>	17
3.6 RESOLUTION AND DISPLAY MODE CHARTS	18
3.7 SETTING VIDEO WALL CONTROLLER AND GRAPHICS CARD RESOLUTION.....	20
3.7.1 <i>Set the graphic resolution manually</i>	20
3.8 BEZEL COMPENSATION.....	22
4 OSD FUNCTIONS.....	23
4.1 ON SCREEN DISPLAY (OSD)	24
4.1.1 <i>OSD Buttons</i>	24
4.1.2 <i>OSD Menu</i>	24
4.1.3 <i>Remote Control (Optional)</i>	34
4.1.4 <i>Reset to Factory Default Settings</i>	34
4.2 SMARTOSD SOFTWARE.....	35
4.2.1 <i>Installing SmartOSD</i>	35
4.2.2 <i>Using SmartOSD Software</i>	41
5 TROUBLESHOOTING	48
5.1 TROUBLESHOOTING.....	48
5.1.1 <i>No Image on One Monitor</i>	48
5.1.2 <i>No Image on Two or More Monitors</i>	49
5.1.3 <i>No Image on Any Monitor</i>	49

List of Figures

Figure 1-1: iVW-UD322 overview.....	2
Figure 1-2: iVW-UD322 Front Panel	3
Figure 1-3: iVW-UD322 Rear Panel	3
Figure 1-4: iVW-UD322 Dimensions.....	5
Figure 3-1: Mounting Brackets	16
Figure 3-2: iVW-UD322 Video Input	17
Figure 3-3: Display Modes	18
Figure 3-4: Video Card Output Resolution	21
Figure 3-5: Enable Display Modes not supported by the monitor	22
Figure 4-1: OSD Buttons	24
Figure 4-2: Mask Control	26
Figure 4-3: Link Control	27
Figure 4-4: Slave Mask Setting.....	28
Figure 4-5: Settings	29
Figure 4-6: Warning	30
Figure 4-7: Information	30
Figure 4-8: Sync and Power	31
Figure 4-9: Firmware Information	32
Figure 4-10: Serial Number	33
Figure 4-11: Remote Control	34
Figure 4-12: Reset to Factory Defaults.....	34
Figure 4-13: SmartOSD installation program	35
Figure 4-14: SmartOSD Welcome Screen	36
Figure 4-15: SmartOSD Installation Directory	37
Figure 4-16: SmartOSD Ready to Install	37
Figure 4-17: SmartOSD Additional Tasks	38
Figure 4-18: SmartOSD Ready to Install	39
Figure 4-19: SmartOSD Installing	39
Figure 4-20: SmartOSD Installation Complete.....	40
Figure 4-21: SmartOSD PC Setting	42

iVW-UD322 Video Wall Controller

Figure 4-22: SmartOSD Master Control Panel 43

Figure 4-23: SmartOSD Slave Control Panel 45

Figure 4-24: SmartOSD Master Data.....47

List of Tables

Table 1-1: Technical Specifications.....	4
Table 2-1: Package List Contents	7
Table 4-1: OSD Menu Structure.....	25
Table 4-2: SmartOSD Menu Structure	41

Chapter

1

Introduction

iVW-UD322 Video Wall Controller

1.1 Introduction



Figure 1-1: iVW-UD322 overview

The iVW-UD322 video wall controller is the turnkey solution on extending single display to an array of monitors. A huge display area can be composed by several commodity or professional monitors with lower cost and rich layouts comparing with a single large monitor. iVW-UD322 also provides pixel to pixel mapped ultra high resolution for the applications like surveillance, medical, wayfinding and digital signage.

1.2 Features

The features of the iVW-UD322 include:

- Dual-link DVI video input
- Four DVI video outputs
- Support for up to 1920 x 1200 output resolution (per monitor)
- Non-scaling, pixel to pixel mapping between input source and the outputs.
- Support landscape and portrait on monitor orientation.
- Bezel control compensates for gaps between monitors

iVW-UD322 Video Wall Controller

1.3 External Interfaces, Switches and LEDs

1.3.1 Front Panel

The front panel has the following buttons and indicators:

- Power LED indicator
- Video output LED indicator
- Video input LED indicators
- OSD buttons
- Infrared sensor



Figure 1-2: iVW-UD322 Front Panel

1.3.2 Rear Panel

The rear panel has the following connectors, switches and indicators:

- 4 x DVI output
- 1 x DVI input
- 1 x Power input
- 1 x Power switch
- 1 x RS-232 port
- 1 x Optical fiber input / output

(iVW-UD322F only, for frame sync between multiple iVW-UD322F controllers)

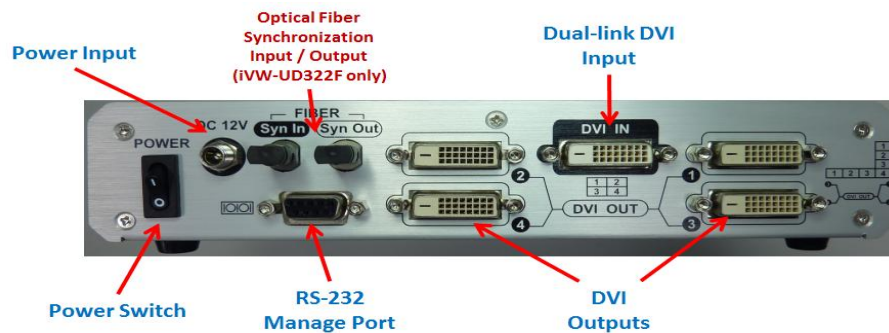


Figure 1-3: iVW-UD322 Rear Panel

iVW-UD322 Video Wall Controller

1.4 Technical Specifications

The features of iVW-UD322 are listed in **Table 1-1**. See **Chapter 2** for details.

Specification	Description
Main Features	1. Multiple display modes 2. On Screen Display (OSD) to adjust settings 3. Unique Bezel compensation Technology (GeniMask) 4. Remote control (optional)
Inputs	1 x Dual-link DVI-D
Outputs	4 x Single-link DVI-D
Dimensions (W x D x H)	230 mm x 180 mm x 47 mm
Mechanical	Fanless design
Input Resolution	See Section 3.6 : Resolution and Display Mode Charts
Output Resolution	See Section 3.6 : Resolution and Display Mode Charts
Power Adapter Input	100 VAC to 240 VAC / 50 Hz to 60 Hz
Power Adapter Output	12V, 3.33A, 40W
Safety and Emission	CE, FCC
Operating Temperature	0°C – 40°C
Power Consumption	18 W

Table 1-1: Technical Specifications

iVW-UD322 Video Wall Controller

1.5 Dimensions

The dimensions are shown below.

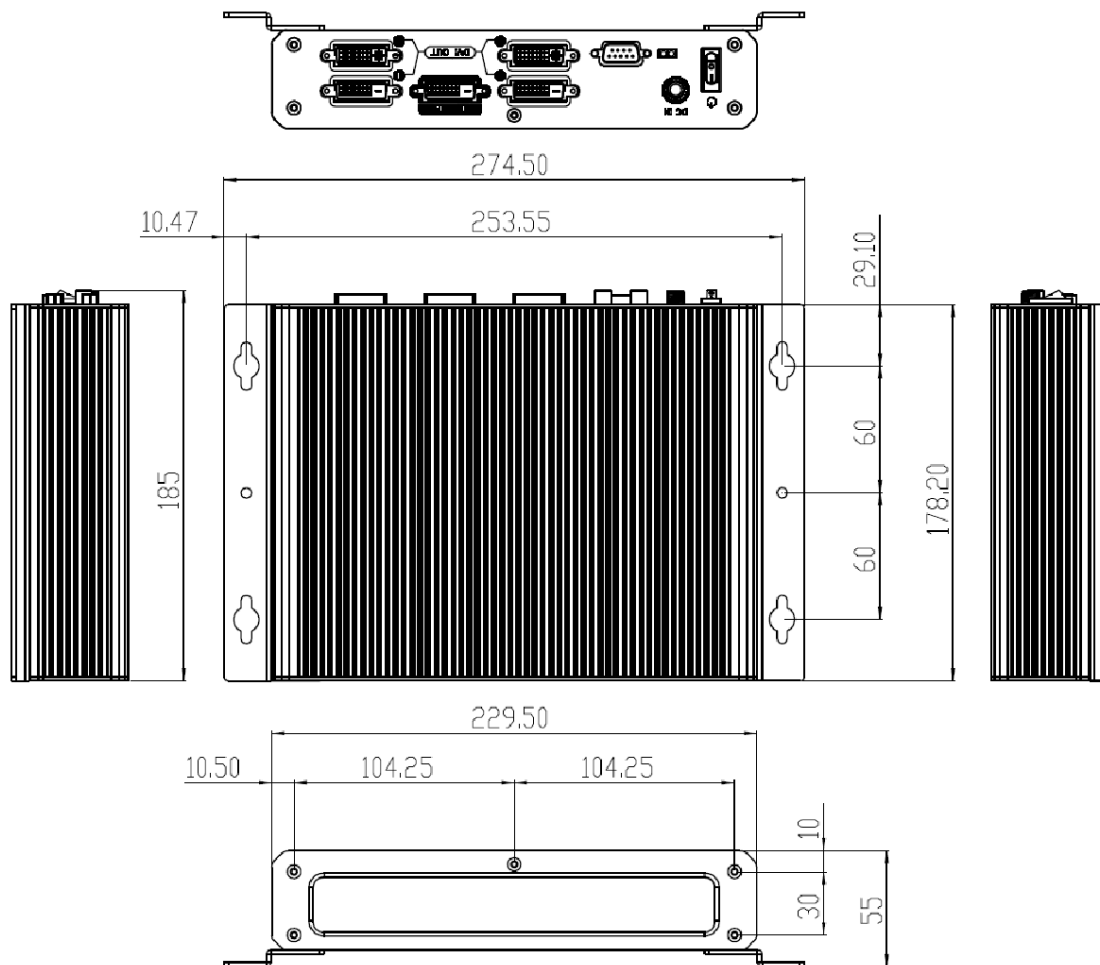


Figure 1-4: iVW-UD322 Dimensions

Packing List

2.1 Packing List



NOTE:

If any item in the package is missing, stop the installation and contact the sales representative by emailing ds_sales@indstech.com.

Every iVW-UD322 is shipped with the following components:

No.	Description	Image
1	iVW-UD322 Video Wall Controller	
2	Power cord	
3	Power adapter	

iVW-UD322 Video Wall Controller

No.	Description	Image
4	Remote control (Optional)	
5	Mounting brackets	
6	Screw kit for mounting bracket	
7	User manual CD	
8	Dual-link DVI cable x 1	

Table 2-1: Package List Contents

Chapter

3

Installation

3.1 Requirements



NOTE:

We strongly recommend to follow the requirements below for the best output quality on iVW-UD322.

Before the installation, make sure the minimum hardware requirements can be fulfilled..

3.1.1 Video Card

The video card output resolution must comply with the input requirements for the corresponding output mode. The following graphics controllers were verified to support all the required output resolution:

- Nvidia GeForce GTS 400 series or higher
- Nvidia GeForce GTX 400 series or higher
- Nvidia Quadro FX series

Other graphics controllers not listed above might still work if the combinations listed in Section 3.6. can be supported.

3.1.2 Monitors

The monitors attached to the video wall controller must support the specified output resolution.

The exact requirement depends on the installation; refer to Section 3.6 for the requirements. For best display quality for the output video array, the connected monitors should be the same model.

3.1.3 Cables

One dual-link DVI cable is included with iVW-UD322. The following cables are required for the installation:

- **Video card to video wall controller:** one dual-link DVI cable (included)

iVW-UD322 Video Wall Controller

- **Video wall controller to monitors:** each monitor requires a single-link or dual-link DVI cable (exact number depends on setup,)

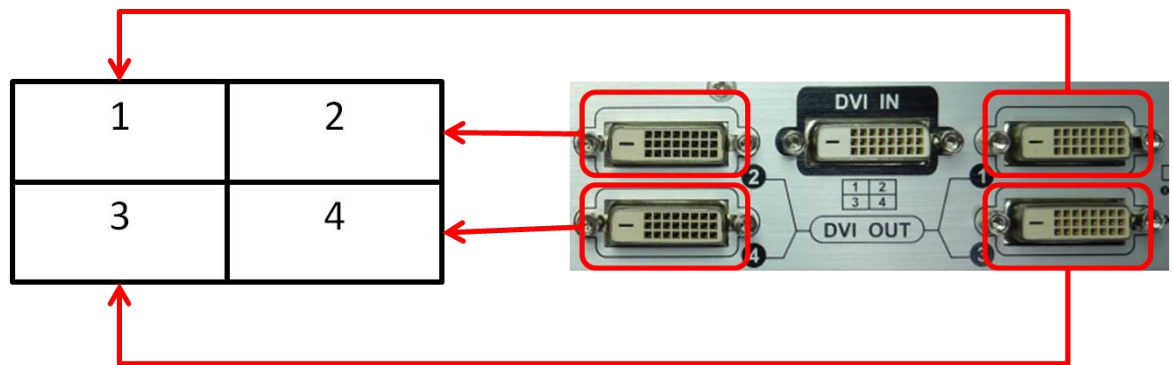
3.2 Array Setup Options

The iVW-UD322 video wall controller supports array setup as shown in the subsections below. Both landscape and portrait installations are supported.

Please refer to the following charts.

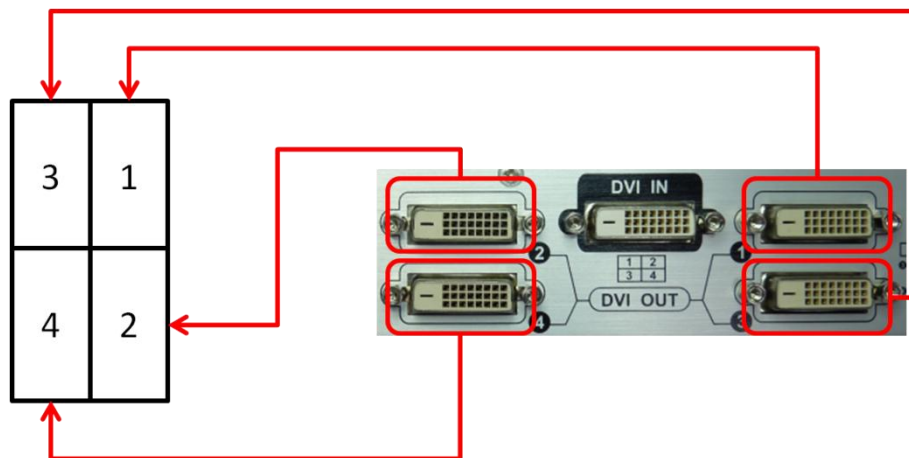
3.2.1 2 x 2 (Landscape)

To setup four monitors as a 2 by 2 array in landscape mode, connect the monitors as shown below.



3.2.2 2 x 2 (Portrait)

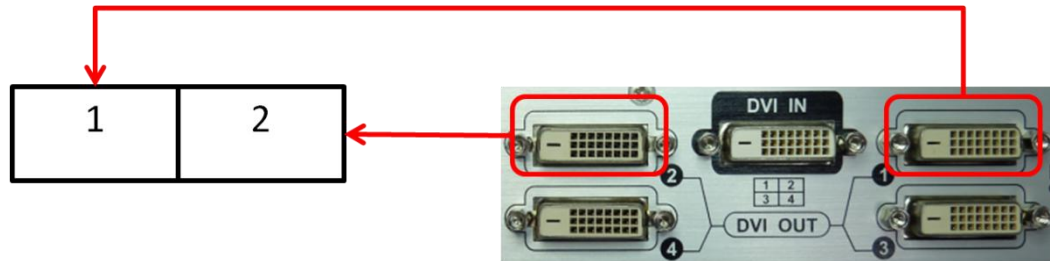
To setup four monitors as a 2 by 2 array in portrait mode (90° clockwise), connect the monitors as shown below.



iVW-UD322 Video Wall Controller

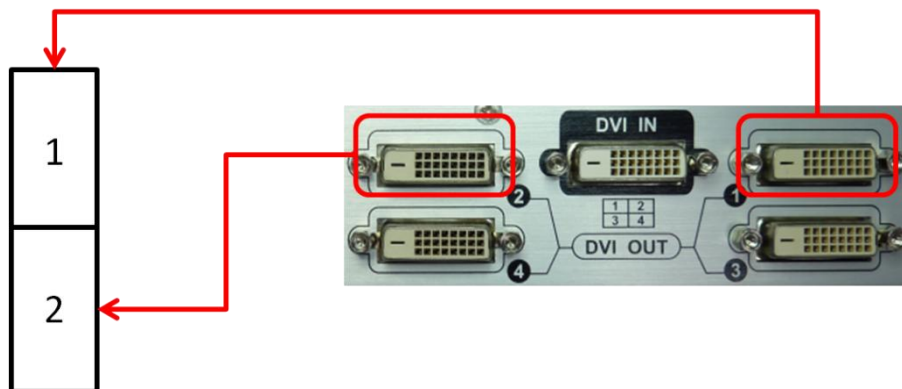
3.2.3 2 x 1 (Landscape)

To setup two monitors in landscape mode, connect the monitors as shown below.



3.2.4 2 x 1 (Portrait)

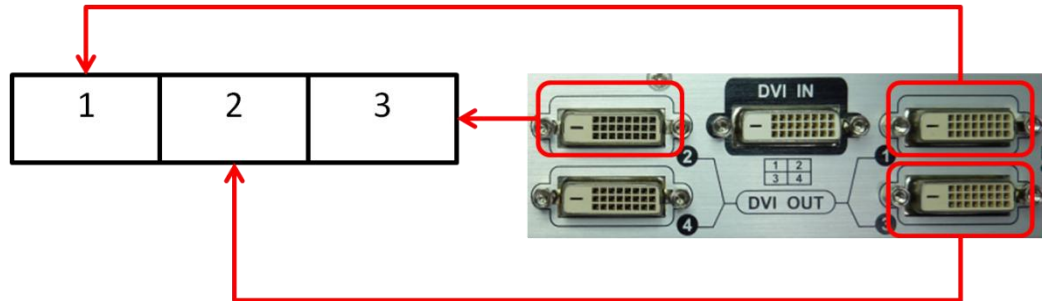
To setup two monitors in portrait mode (90° clockwise), connect the monitors as shown below.



iVW-UD322 Video Wall Controller

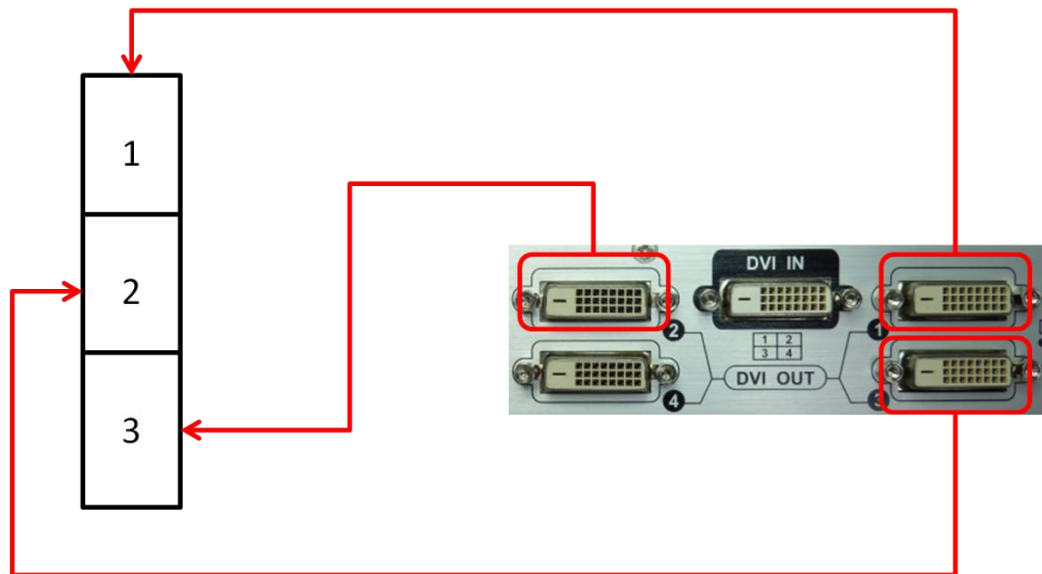
3.2.5 3 x 1 (Landscape)

To setup three monitors in landscape mode, connect the monitors as shown below.



3.2.6 3 x 1 (Portrait)

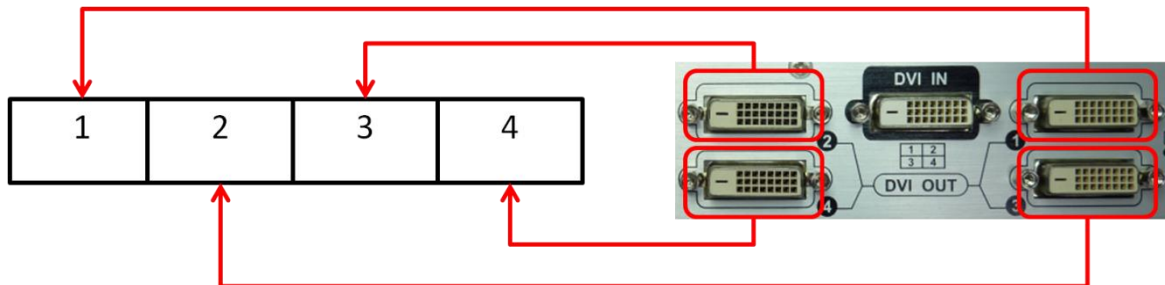
To setup three monitors in portrait mode (90° clockwise), connect the monitors as shown below.



iVW-UD322 Video Wall Controller

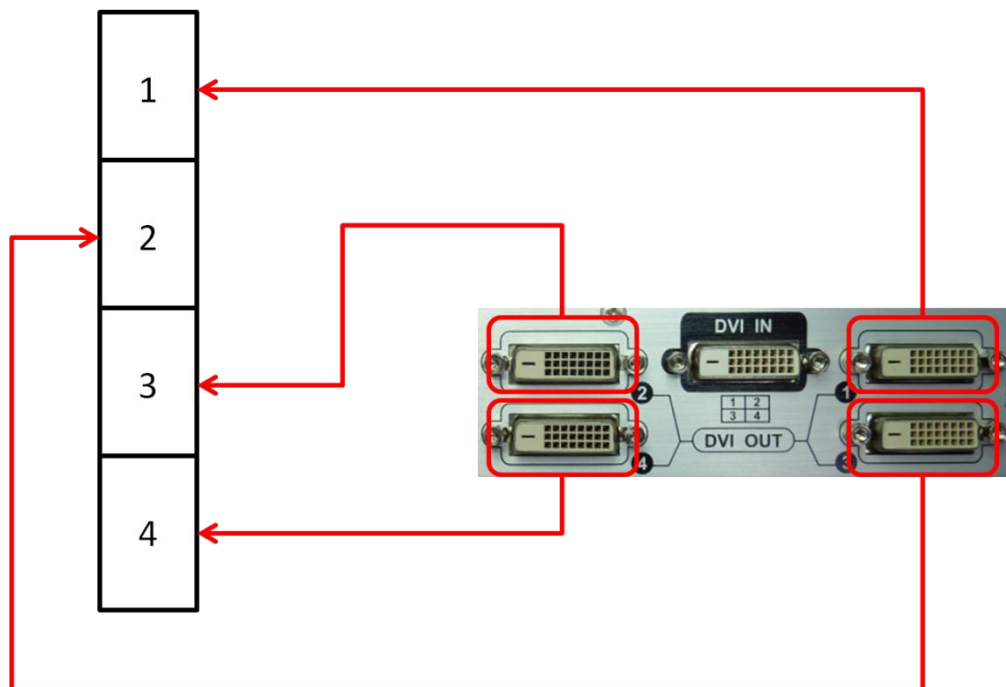
3.2.7 4 x 1 (Landscape)

To setup four monitors in landscape mode, connect the monitors as shown below.



3.2.8 4 x 1 (Portrait)

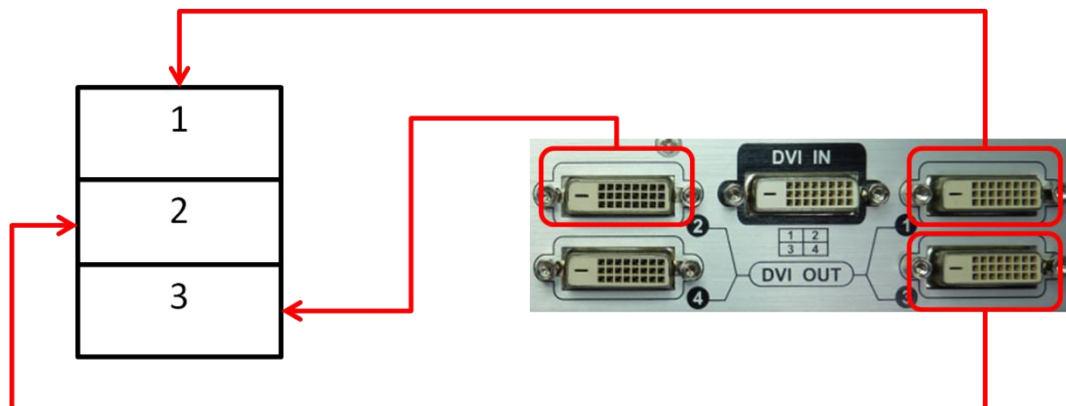
To setup four monitors in portrait mode (90° clockwise), connect the monitors as shown below.



iVW-UD322 Video Wall Controller

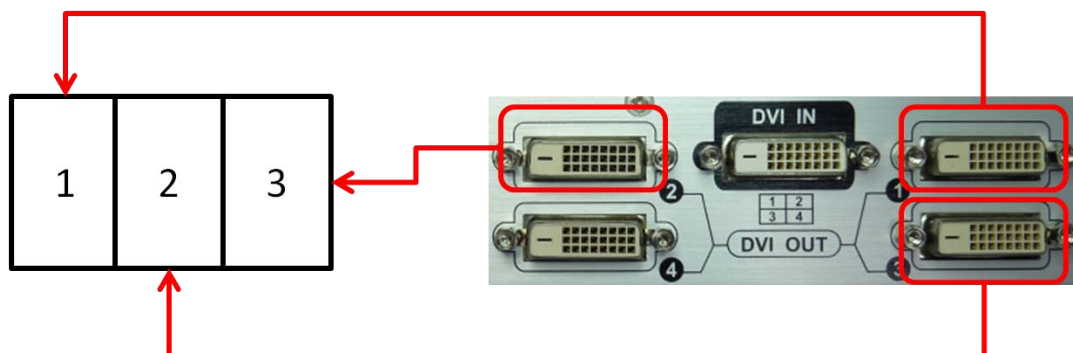
3.2.9 1 x 3 (Landscape)

To setup three monitors in landscape mode, connect the monitors as shown below.



3.2.10 1 x 3 (Portrait)

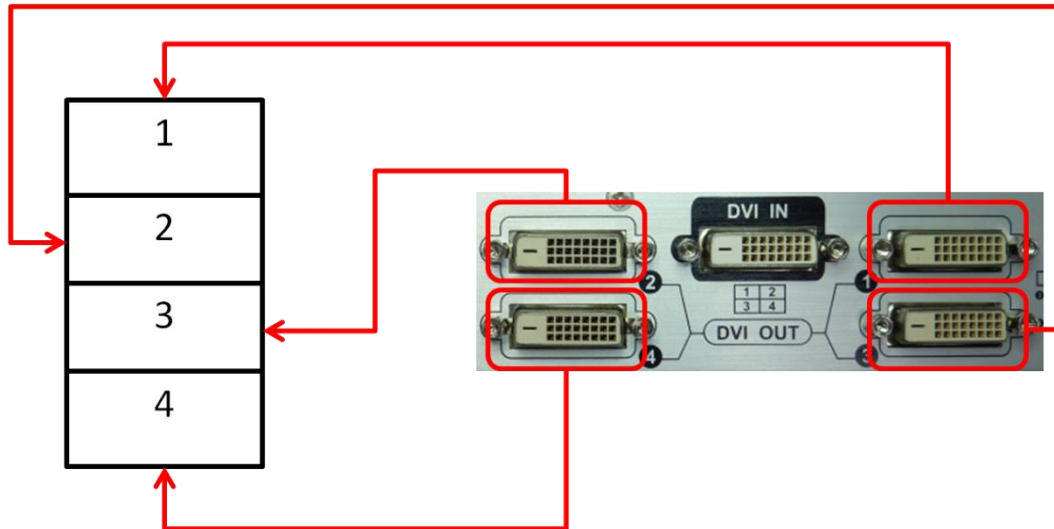
To setup three monitors in portrait mode (90° clockwise), connect the monitors as shown below.



iVW-UD322 Video Wall Controller

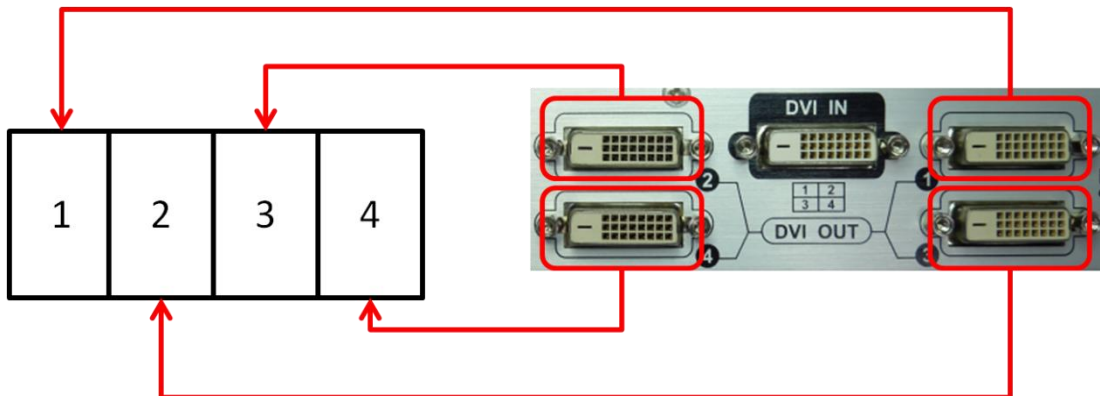
3.2.11 1 x 4 (Landscape)

To setup four monitors in landscape mode, connect the monitors as shown below.



3.2.12 1 x 4 (Portrait)

To setup four monitors in portrait mode (90° clockwise), connect the monitors as shown below.



iVW-UD322 Video Wall Controller

3.3 Install Monitors

The monitors should be installed in one of the configurations shown in the previous section. Recommended installation procedures are as below:

- Use all the same monitors
 - * Recommend to use monitors without control buttons around side of the bezel, otherwise the buttons will be blocked by other monitors
- Minimize gaps between monitors for the best image
- Maintain consistent horizontal and vertical gaps between monitors

3.4 Mount the video wall controller

The iVW-UD322 video wall controller must be placed on a table, desk or other firm surfaces. Optionally, the video wall controller can be mounted by using the included mounting brackets.

The installation location must be:

- Out of direct sunlight
- Without anything on top of it
- On a firm surface
- Away from moisture and wet environment



Figure 3-1: Mounting Brackets

iVW-UD322 Video Wall Controller

3.5 Connect Cables

The cables that need to be attached are listed below:

- **Video input cable** (Dual-link DVI) – from the video source or computer to the video wall controller
- **Video output cables** – attached to the monitors. Make sure the cables are connected to the correct monitors securely (refer to **Section 3.2: Array Setup Options**).
- **Power cable** – from the power adapter

3.5.1 Connect the DVI Cables

To connect the DVI cables to the video wall controller, follow the instructions below.

Step 1: Attach the included DVI cable to the DVI input of the video wall controller and the DVI output of the video source (usually the graphic card of computer).

Step 2: Attach the DVI cables from the video wall controller DVI outputs to the monitors. Attach the DVI cables as shown in **Section 3.2: Array Setup Options**.



Figure 3-2: iVW-UD322 Video Input

3.5.2 Connect iVW-UD322 to the Power Supply

Connect the included AC power adaptor into an AC outlet then connect the DC plug to the video wall controller.

Turn on iVW-UD322 by using the power switch located at the back panel.

3.6 Resolution and Display Mode Charts

The display modes are automatically set according to the input resolution. The input and output resolutions for iVW-UD322 are shown in the following subsections.

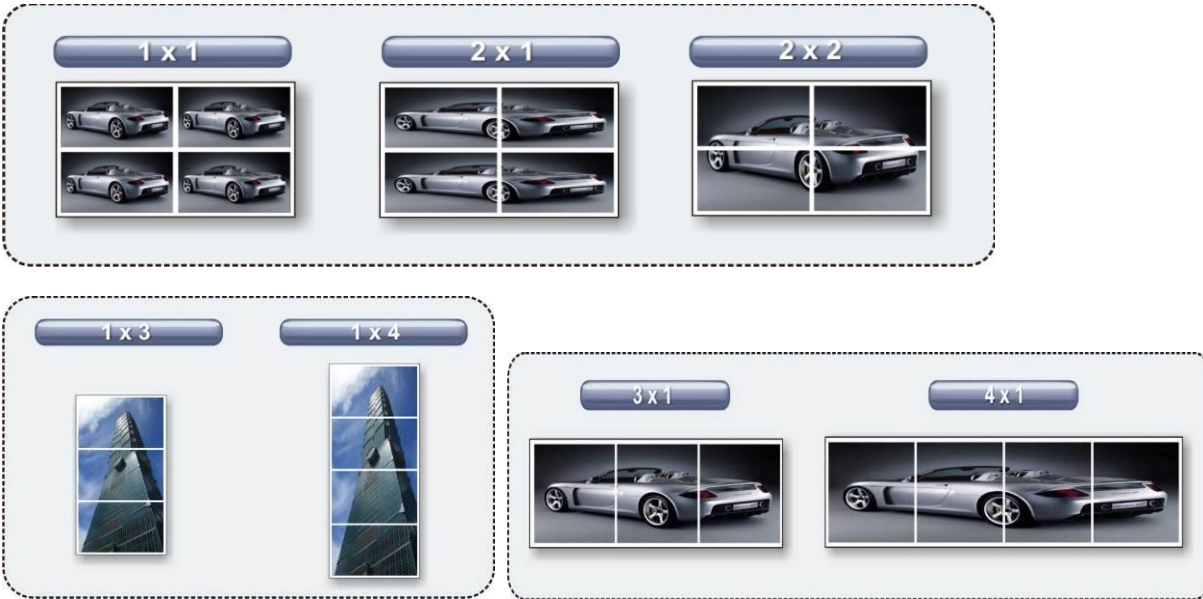


Figure 3-3: Display Modes

Mode	Input Resolution	Output Resolution	Vertical Hz	Monitor Ratio / Notes
1x1	1024x768	1024x768	60	4:3
2x1	2560x1024	1280x1024	60	5:4
	3840x1080	1920x1080	60	16:9
	3840x1200	1920x1200	60	16:10
2x2	2048x1536	1024x768	60	4:3
	2560x2048	1280x1024	60	5:4
	2560x1440	1280x720	60	16:9
	2560x1600	1280x800	60	16:10
	2720x1536	1360x768	60	16:9
	3840x2880	1920x1440	60	4:3

iVW-UD322 Video Wall Controller

Mode	Input Resolution	Output Resolution	Vertical Hz	Monitor Ratio / Notes
	3840x2160	1920x1080	60	16:9
	3840x2400	1920x1200	60	16:10
	2560x1920	1280x960	60	As the master of other iVW-UD322s when casecading
	1280x960	640x480	60	As the slave controller when casecading
	3392x1920	1696x960	60	As the master of other iVW-UD322s when casecading
	1696x960	848x480	60	As the slave controller when casecading
	2732x1536	1366x768	60	16:9
4x1	3392x480	848x480	60	16:9
	3200x600	800x600	60	4:3
	3840x600	960x600	60	16:10
	4094x768	1024x768	60	4:3
1x4	1024x3072	1024x768	60	4:3
	1280x3200	1280x800	60	16:10
	1280x4095	1280x1024	60	5:4
	1360x3072	1360x768	60	16:9
	1366x3072	1366x768	60	16:9
3x1	3072x768	1024x768	60	4:3
	3840x800	1280x800	60	16:10
	3840x1024	1280x1024	60	5:4
	4080x768	1360x768	60	16:9
1x3	1024x2304	1024x768	60	4:3
	1280x2400	1280x800	60	16:10

iVW-UD322 Video Wall Controller

Mode	Input Resolution	Output Resolution	Vertical Hz	Monitor Ratio / Notes
	1280x3072	1280x1024	60	5:4
	1360x2304	1360x768	60	16:9
	1366x2304	1366x768	60	16:9

3.7 Setting Video Wall Controller and Graphics Card Resolution

To setup the resolution on the graphics card and on the video wall controller, follow the instructions below.

Step 3: Turn on the video wall controller.

Step 4: Turn on the computer.

Step 5: The computer will automatically detect the video wall controller as a display.

Step 6: Set the required output resolution on the video wall controller

Step 7: Check the input resolution on the video wall controller and look up in the setting table above. If the resolution is not listed, then correct the settings manually to the nearest mode in the display mode list as shown in the section below.

3.7.1 Set the graphic resolution manually

If the graphics card settings do not adjust automatically after the video wall controller is connected, follow these steps to fix the problem.

Step 1: Restart the computer. Some graphics cards don't support the correct detection on the video wall controller connected at runtime and a system restart is required.

Step 2: After restarting, check the output resolution. Right-click on the desktop and select "Properties".

iVW-UD322 Video Wall Controller

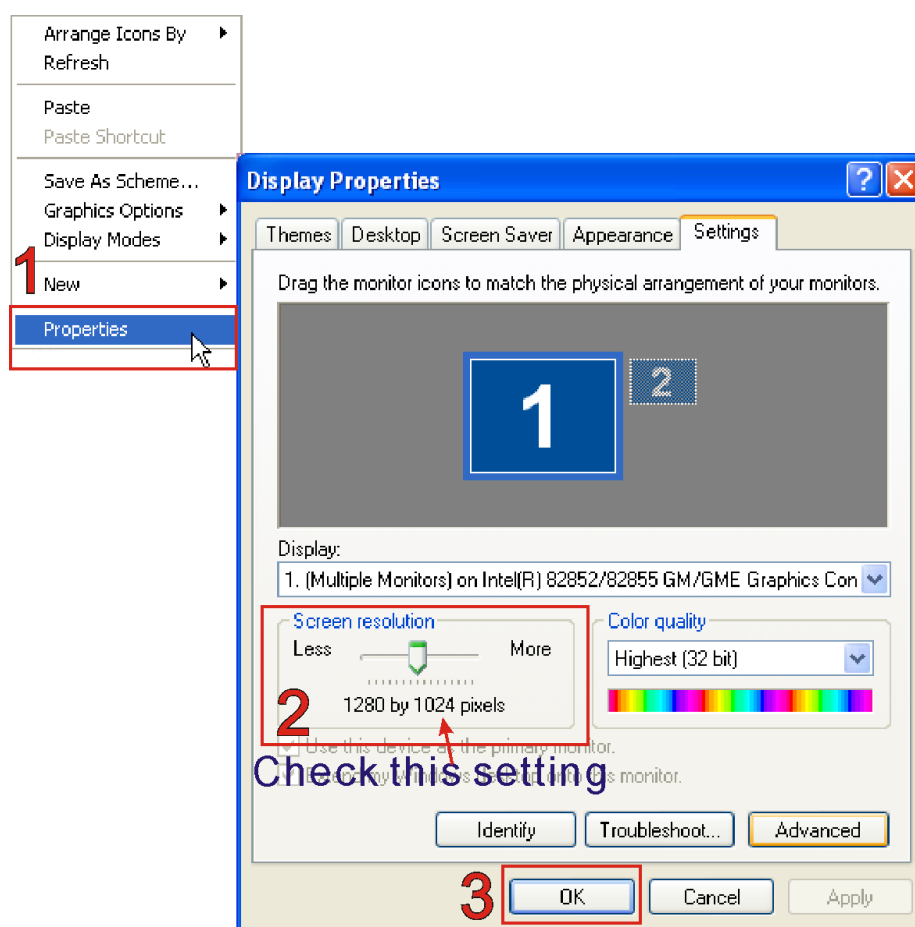


Figure 3–4: Video Card Output Resolution

Step 3: Select the "Advanced" video card setting.

Step 4: Uncheck "Hide modes that this monitor cannot display".

iVW-UD322 Video Wall Controller

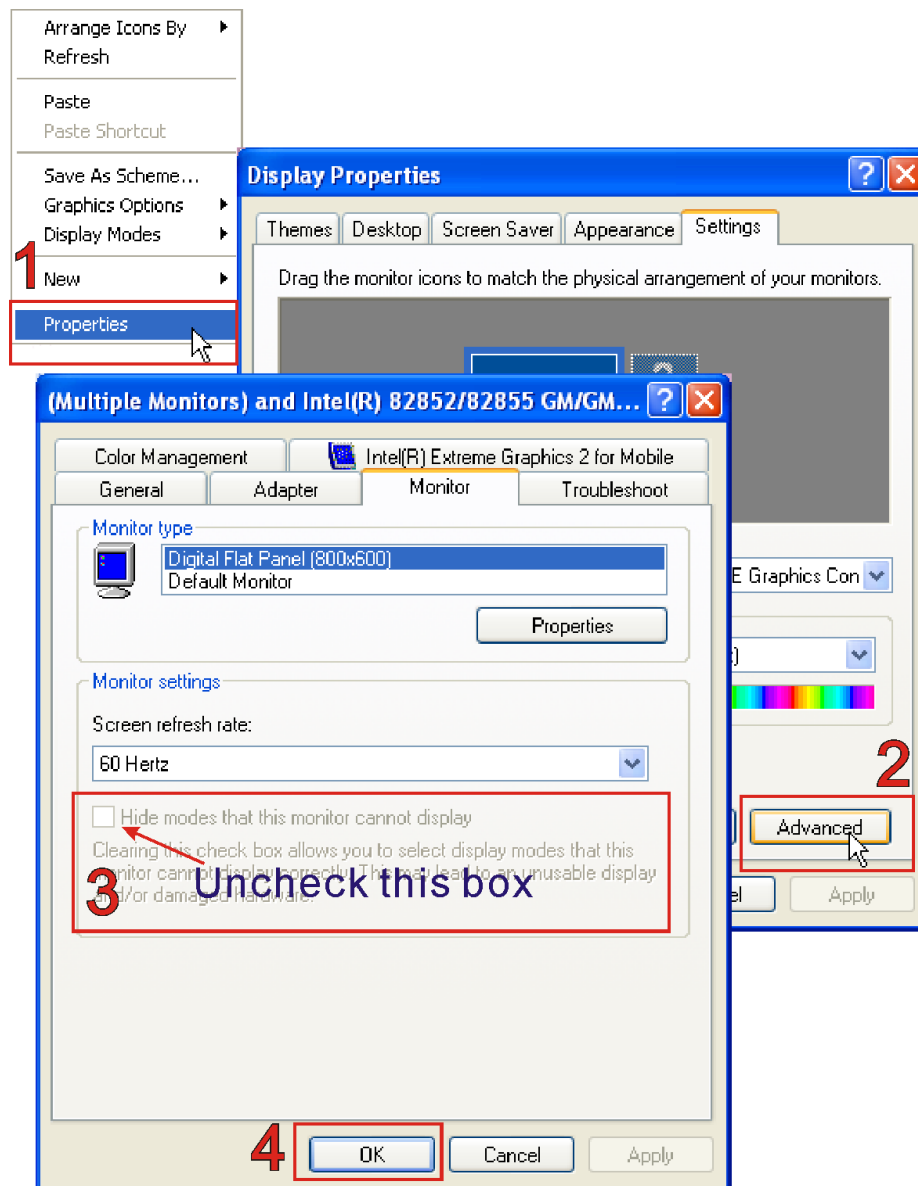


Figure 3–5: Enable Display Modes not supported by the monitor

3.8 Bezel Compensation

The bezel compensation setting compensates for the gaps between monitors in the video wall array. The bezel compensation sizes the image slightly larger than the visible screen to make the images on adjacent monitor line-up correctly.

The bezel compensation values can be set by using OSD menu (Section 4.1) or the SmartOSD software (Section 4.2) .

Chapter

4

OSD Functions

4.1 On Screen Display (OSD)

The OSD menu functions are described below.

4.1.1 OSD Buttons

Customer can control iVW-UD322 through the OSD by operating the buttons on front panel as below

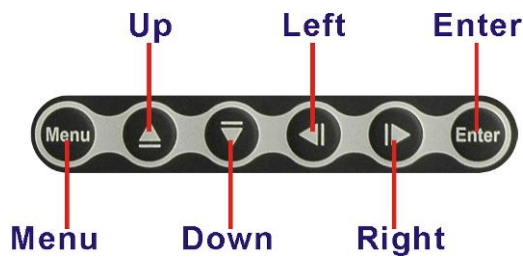


Figure 4-1: OSD Buttons

- **Menu.** Enters the OSD, selects items and sets the new values entered.
- **Left.** Moves the selection left.
- **Right.** Moves the selection right.
- **Up.** Moves the selection up.
- **Down.** Moves the selection down.
- **Enter.** No function for this model.

4.1.2 OSD Menu

The subsections below cover the layout and use of the OSD. The table below shows the OSD menu structure.

Menu	Options	Description
Mask Control	MASK	Toggles the mask function ON and OFF
	X	Set the horizontal mask value
	Y	Set the vertical mask value
Link Control	LINK	Enable/disable the link between the master video wall controller mask value and the slave controller's value

iVW-UD322 Video Wall Controller

Menu	Options	Description
Slave Mask Setting (Note: These settings can only be changed while Link function is turned off and Scan function is turned on)	DVI	DVI 1-4: Update linked slave controllers' settings DVI x: Update setting for an individual slave controller when link is off.
	X	Set the horizontal mask value
	Y	Set the vertical mask value
Settings	OUT	Set the output resolution
	MODE	Set the output mode
Warning	Change Setting	Warns that the output resolution on the video source must be changed.
Information	OUT	Shows the output resolution
	IN	Shows the input resolution
Sync and Power	No SYNC Pwr Off	Time to enter stand-by mode when there is no video signal input
	SYNC	Enable/disable the synchronization between video wall controllers with fiber optical cable. (iVW-UD322F only)
	SCAN	Toggles the scan function between the master video wall controller and the slave video wall controllers
Version Information	FPGA	Version number of one FPGA chip
	CPLD	Version number of the CPLD chip
	FW	Firmware version number
Model information	Name	Displays the model name
	SN	Displays the serial number

Table 4-1: OSD Menu Structure

iVW-UD322 Video Wall Controller

4.1.2.1 Mask Control

Mask control compensates for the gaps between monitors by displaying the images slightly larger than the visible screen.



Figure 4-2: Mask Control

→ Mask

Enable / disable the mask function. With the mask function on, the image is adjusted to compensate for gaps between monitors in the video wall.

Available selections:

- Off
- On
- Right
- Left
- Top
- Bottom

→ X

Adjusts the value of compensation from left to right.

→ Y

Adjusts the value of compensation from top to bottom.

4.1.2.2 Link Control

Link control allows the master controller to automatically adjust the mask settings of the attached slave controllers.



Figure 4-3: Link Control

➔ LINK

This setting toggles the link setting on and off.

- Off: When adjusting the mask of the master video wall controller, the mask of the slave video wall controllers will not be adjusted
- On: When adjusting the mask of the master video wall controller, the mask of the slave video wall controllers will automatically be adjusted at the same time

iVW-UD322 Video Wall Controller

4.1.2.3 Slave Mask Setting

The slave mask setting shows the mask setting on the slave controllers.

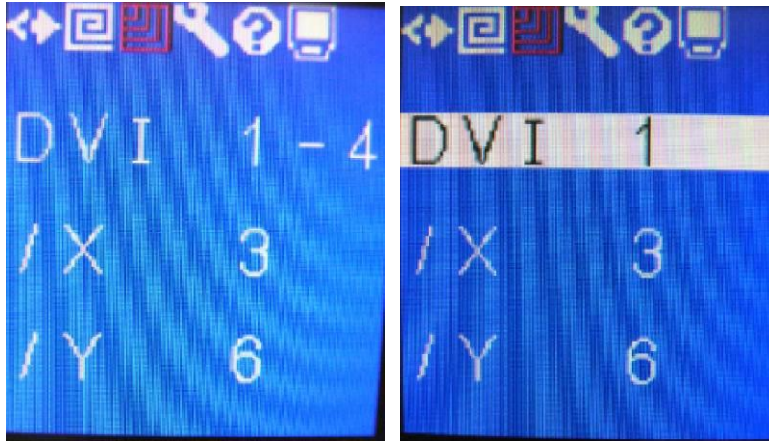


Figure 4-4: Slave Mask Setting

→ DVI

This setting indicates which slaves settings are shown.

- **DVI 1-4** Mask link is on, and all slaves have the same setting
- **DVI 1** Mask link is off. The first slave controller's settings are shown
- **DVI 2** Mask link is off. The second slave controller's settings are shown
- **DVI 3** Mask link is off. The third slave controller's settings are shown
- **DVI 4** Mask link is off. The fourth slave controller's settings are shown

→ /X

Displays the horizontal bezel setting of the slave controller.

→ /Y

Displays the vertical bezel setting of the slave controller.

iVW-UD322 Video Wall Controller

4.1.2.4 Settings

This menu shows the output resolution of the attached monitors.



Figure 4-5: Settings

➔ OUT

This setting is the output resolution to the attached monitor or slave controller.

➔ MODE

This setting shows the video output mode of the video wall controller.

- ➔ 1 x 1 Clone mode
- ➔ 2 x 1 Vertical replication mode
- ➔ 2 x 2 2 x 2 video array
- ➔ 4 x 1 4 x 1 video array
- ➔ 3 x 1 3 x 1 video array
- ➔ 1 x 4 1 x 4 video array
- ➔ 1 x 3 1 x 3 video array

4.1.2.5 Warning

Indicates that the output resolution on the computer should be adjusted to the shown value.



Figure 4-6: Warning

→ Change Setting

Shows the value that the computer video output should be set to.

4.1.2.6 Information

The information menu shows the current input and output resolutions.



Figure 4-7: Information

iVW-UD322 Video Wall Controller

➔ OUT

Displays the current output resolution.

➔ IN

Displays the current input resolution

4.1.2.7 Sync and Power

The sync and power menu toggles sync and turns the power on and off.

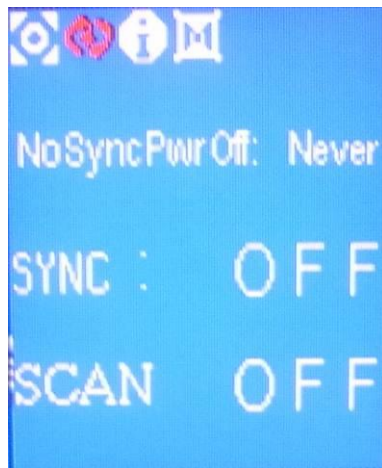


Figure 4-8: Sync and Power

➔ No SYNC Pwr Off

Timeout setting before entering stand-by mode when there is no video signal input

- Never
- 5 sec
- 10 sec
- 30 sec

iVW-UD322 Video Wall Controller

→ SYNC

Enable/disable the synchronization between video wall controllers with fiber optical cable.
(iVW-UD322F only)

→ SCAN

Toggles the scan function between the master video wall controller and the slave video wall controllers. Video wall controller will scan the devices connecting to DVI output ports only when the SCAN option turns on.

The default setting is off.

4.1.2.8 Firmware Information

The firmware information screen shows the hardware versions of the onboard chips.

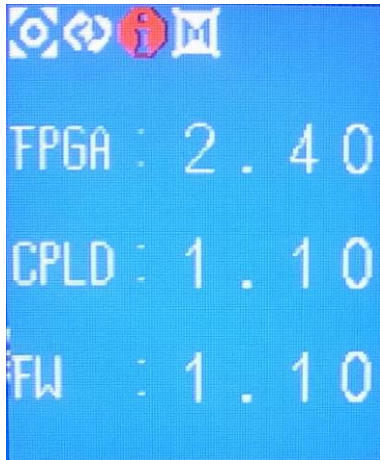


Figure 4-9: Firmware Information

→ FPGA

Shows the current version of the FPGA chip.

→ CPLD

Shows the current version of the CPLD chip.

iVW-UD322 Video Wall Controller

→ FW

Displays the current firmware version.

4.1.2.9 Serial Number

The serial number page shows the model name and serial number of the video wall controller.

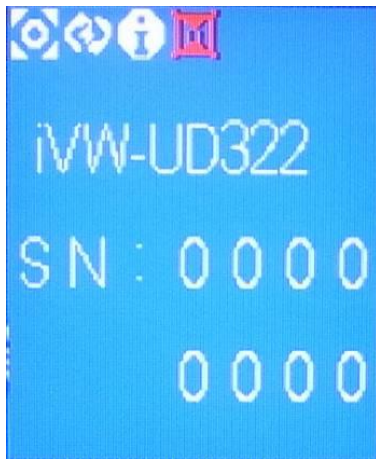


Figure 4-10: Serial Number

→ Model Name

The first line displays the model name.

→ SN

The serial number is listed in two lines

iVW-UD322 Video Wall Controller

4.1.3 Remote Control (Optional)

The iVW-UD322 has an optional remote control for easy configuration of OSD settings.

Figure 4-11 shows the remote control and its function keys.



- **Power.** Turns the controller on and off.
- **Menu.** Enters the OSD, selects items and sets the new values entered.
- **Left.** Moves the selection left.
- **Right.** Moves the selection right.
- **Up.** Moves the selection up.
- **Down.** Moves the selection down.
- **Enter.** Exits from any menu.

Figure 4-11: Remote Control

4.1.4 Reset to Factory Default Settings

The video wall controller can be reset to the factory default settings by using the key sequence described below. Any custom settings will be reverted to factory default settings after the process.

- Step 1:** Push the “Up”, “Down” and “Enter” buttons simultaneously for a few seconds.
- Step 2:** The OSD displays a message that the settings have been reset.
- Step 3:** Please turn off the power switch and turn on the power again after 5 seconds to make settings being activated.



Figure 4-12: Reset to Factory Defaults

▪

4.2 SmartOSD Software

iNDS SmartOSD is a powerful management software solution for managing video wall controllers with PCs under popular Microsoft Windows environment.

SmartOSD provides a more flexible way on controlling the video wall controller and monitor settings. By using SmartOSD, the screen output screen resolution and mask size can be adjusted through the single Dual-link DVI cable between PC and the video wall controller

SmartOSD is compatible with the following operating systems.

- Windows XP
- Windows Vista
- Windows 7
- Windows 2003
- Windows 2008

4.2.1 Installing SmartOSD

To install the software, please follow the steps below:

Step 1: Double-click on the “VWBOX SmartOSD” file as below to start the installation process.

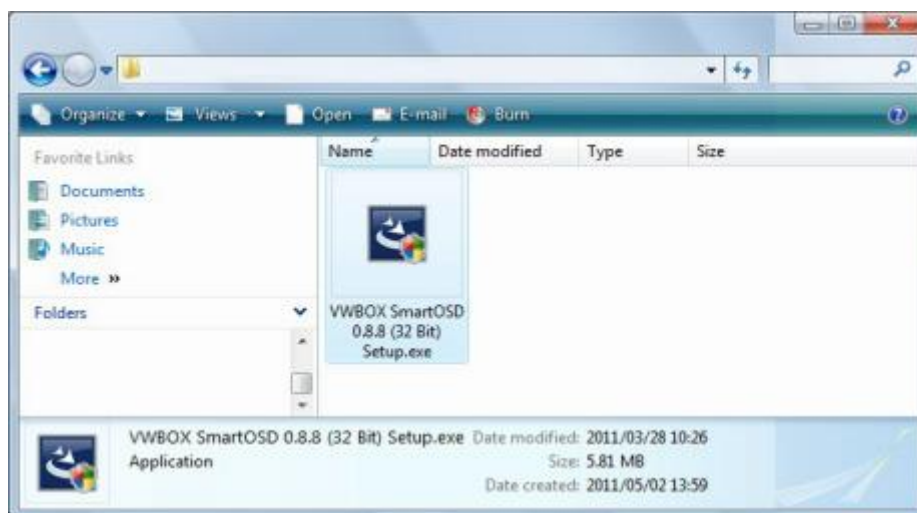


Figure 4-13: SmartOSD installation program

iVW-UD322 Video Wall Controller

Step 2: Click the “Allow” option if the security warning appears in Windows Vista or Windows 7.

Step 3: The welcome screen appears as below.

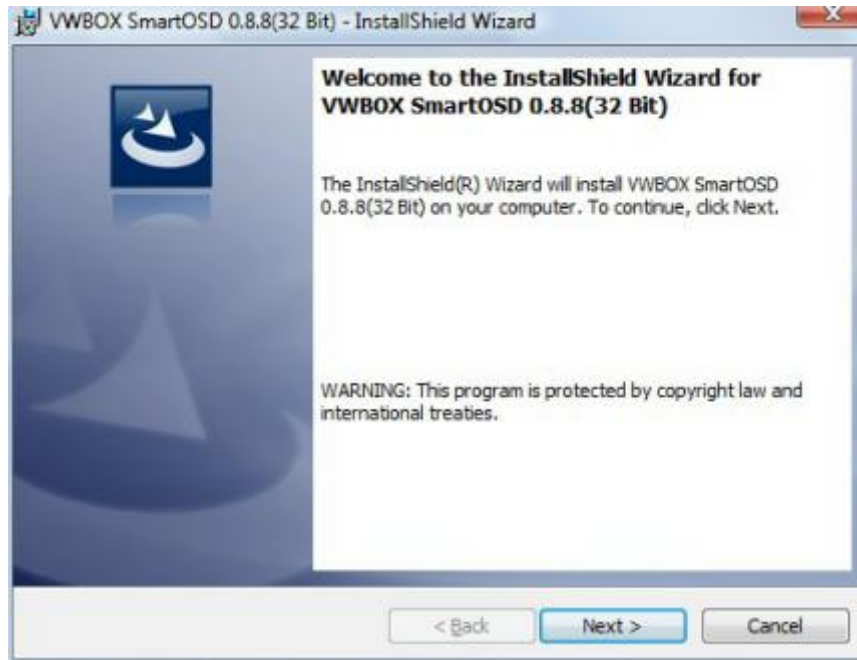


Figure 4-14: SmartOSD Welcome Screen

Step 4: Click **NEXT** to continue.

iVW-UD322 Video Wall Controller

Step 5: The **Select Destination Folder** window appears (**Figure 4-15**). Change the installation directory if required.

Click **NEXT** to continue



Figure 4-15: SmartOSD Installation Directory

Step 6: The program is now ready to install. Click “Install” to continue (**Figure 4-16**).

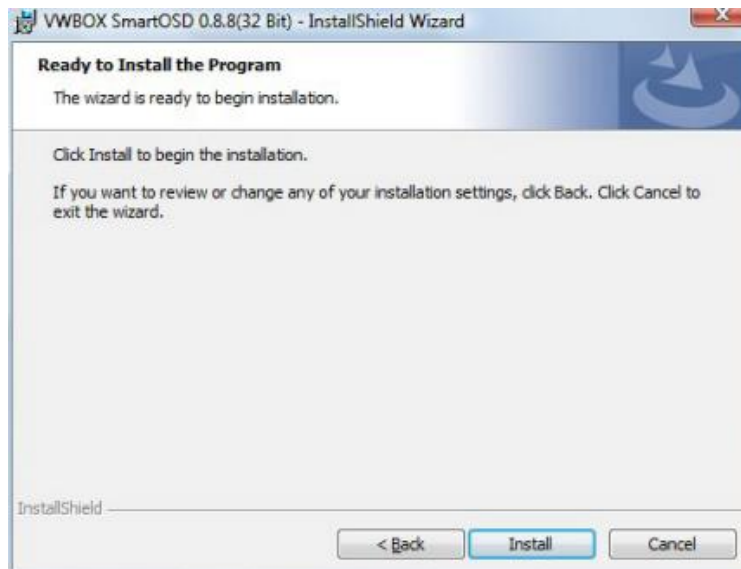


Figure 4-16: SmartOSD Ready to Install

iVW-UD322 Video Wall Controller

Step 7: Specify a new name or folder for the Start Menu entry if required.

Click **NEXT** to continue.

Step 8: The **Additional Tasks** window appears (**Figure 4-17**).

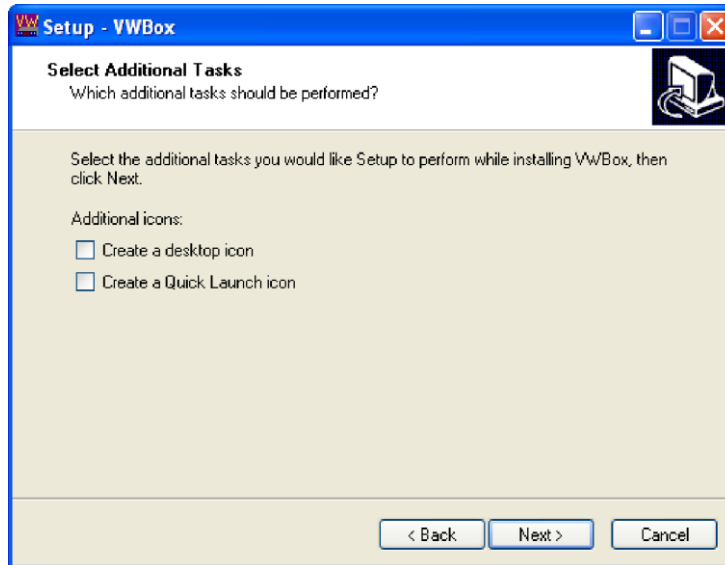


Figure 4-17: SmartOSD Additional Tasks

Step 9: Check the extra items that should be added (optional). Click **NEXT** to continue.

Step 10: The **Ready to Install** dialog will show be displayed (**Figure 4-18**).

iVW-UD322 Video Wall Controller

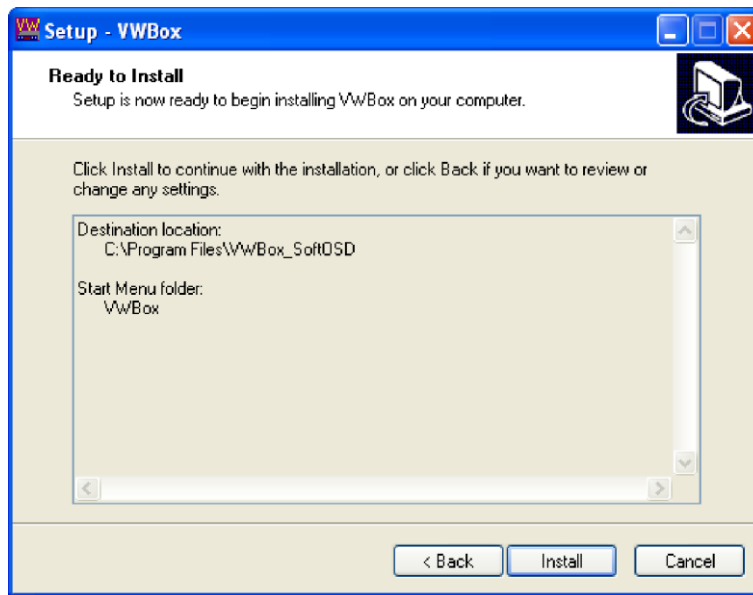


Figure 4-18: SmartOSD Ready to Install

Step 11: Confirm the installation by clicking **INSTALL** in the screen above.

Step 12: The **Installation Progress** dialog will display the progress of the software installation (**Figure 4-19**).

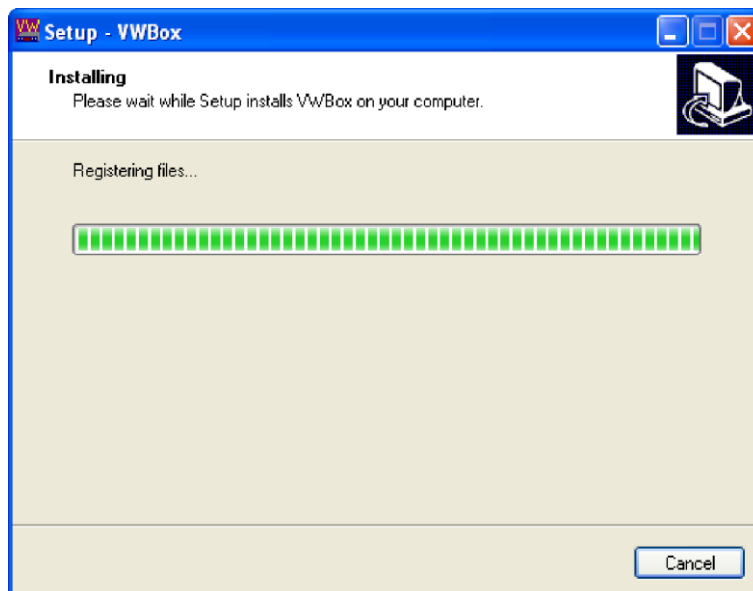


Figure 4-19: SmartOSD Installing

iVW-UD322 Video Wall Controller

Step 13: The following dialog is displayed when the installation is completed

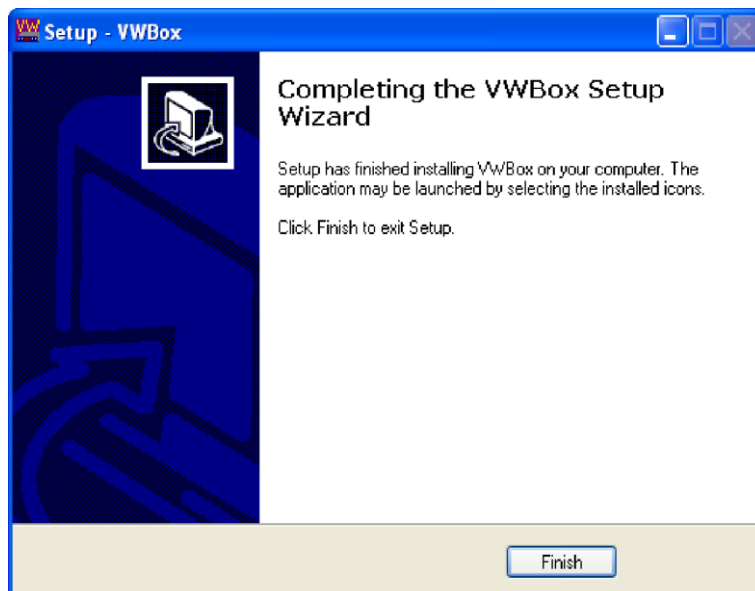


Figure 4-20: SmartOSD Installation Complete

Step 14: Click **FINISH** to close the installation wizard.

4.2.2 Using SmartOSD Software

The following table describes the complete functions of SmartOSD (**Table 4-2**).

Menu	Options
PC Setting	Interface Selection
Master Control Panel	Mask Control Display Resolution Display Mode Mask Setting
Slave Control Panel	Selection Mask Selection Mask Settings
Master OSD Data	Mask On/Off Mask X Mask Y Input Resolution Display Mode Output Resolution Sync
About	Company Contact Details

Table 4-2: SmartOSD Menu Structure

iVW-UD322 Video Wall Controller

4.2.2.1 PC Setting

The PC Setting page sets the command port to use for data communication between the video wall controller and the computer.

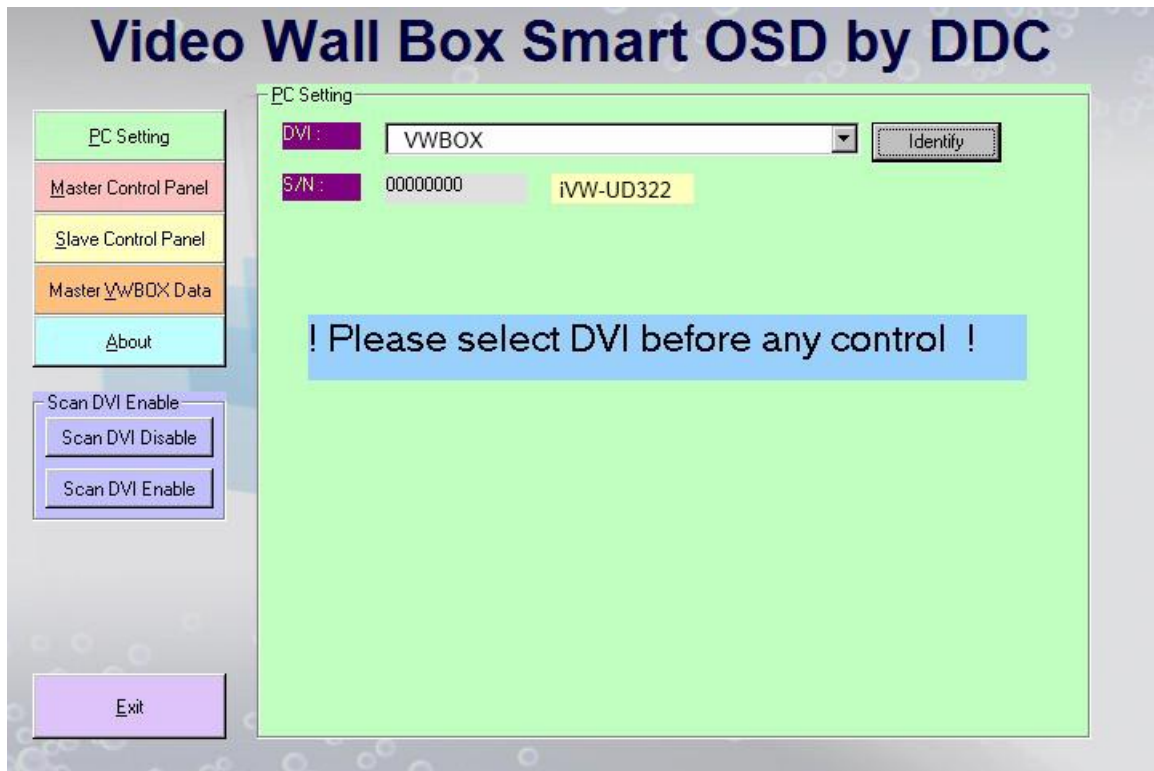


Figure 4-21: SmartOSD PC Setting

➔ DVI

Selects the DVI input signal.

➔ Identify

Detect and identify the video wall controller on the DVI link.

➔ S/N

Displays the controller's serial number.

4.2.2.2 Master Control Panel

The control panel page presents all the adjustable settings for the video wall controller.

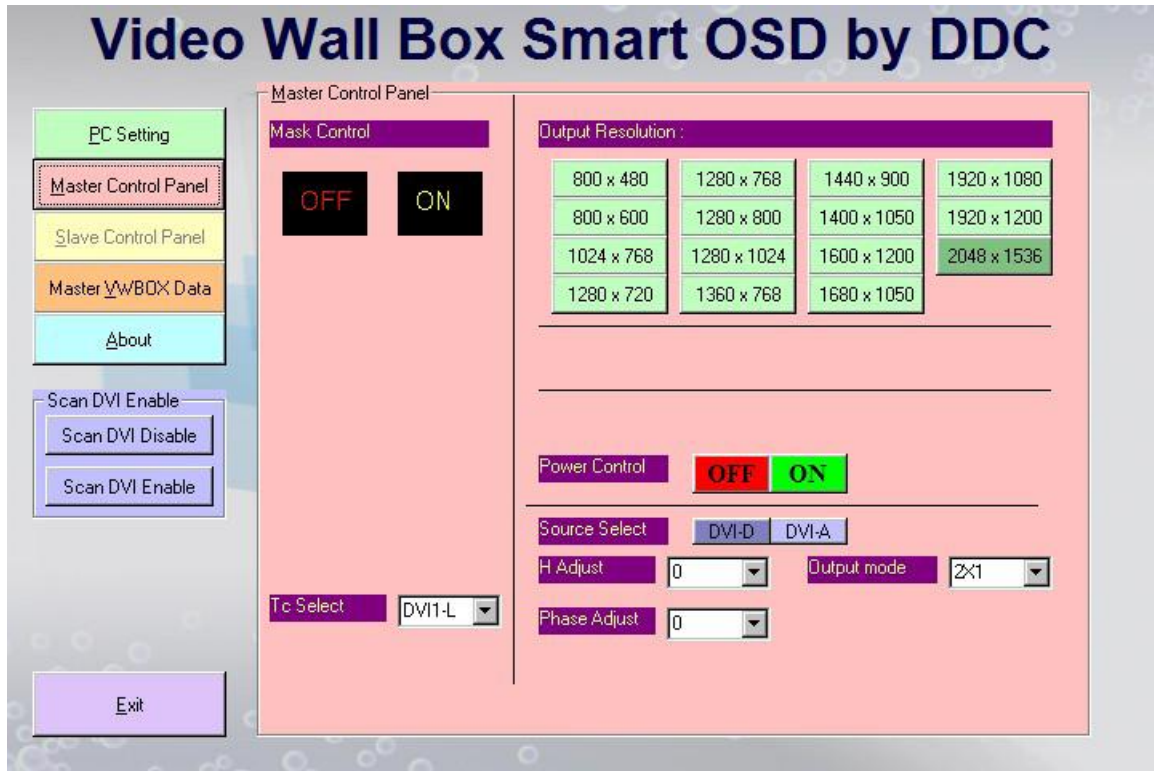


Figure 4-22: SmartOSD Master Control Panel

➔ Mask Control

The Mask Control options allow the images to be adjusted to compensate for the gaps between monitors in the video array.

- ➔ **Off** The images are shown without any adjustments
- ➔ **On** The value of X and the value of Y can be adjusted to compensate for gaps between monitors (for single controller)
- ➔ **MR** The right side is fixed and the left side changes when adjustments are made (for right side controller in the dual controller configuration)
- ➔ **ML** The left side is fixed and the right side changes when adjustments are made (for left side controller in the dual controller configuration)

iVW-UD322 Video Wall Controller

➔ **MU** The top side is fixed and the bottom side changes when adjustments are made (for top side controller in the dual controller configuration)

➔ **MD** The bottom side is fixed and the top side changes when adjustments are made (for bottom side controller in the dual controller configuration)

➔ **Power Control**

Turns the power on and off.

➔ **Value of X**

The **Value of X** sets the horizontal bezel compensation.

➔ **Value of Y**

The **Value of Y** sets the vertical bezel compensation.

➔ **Output Resolution**

This option sets the video output resolution as shown in **Section 3.6: Resolution and Display Mode Charts**.

➔ **Output Mode**

This option sets the output mode of the video wall controller as shown in **Section 3.6: Resolution and Display Mode Charts**

➔ **Sync**

The Sync option sets the frame timing synchronization between multiple video wall controllers.

➔ **On** Controller is set to synchronize with other controllers

➔ **Off** Controller is not set to synchronize with other controllers

4.2.2.3 Slave Control Panel

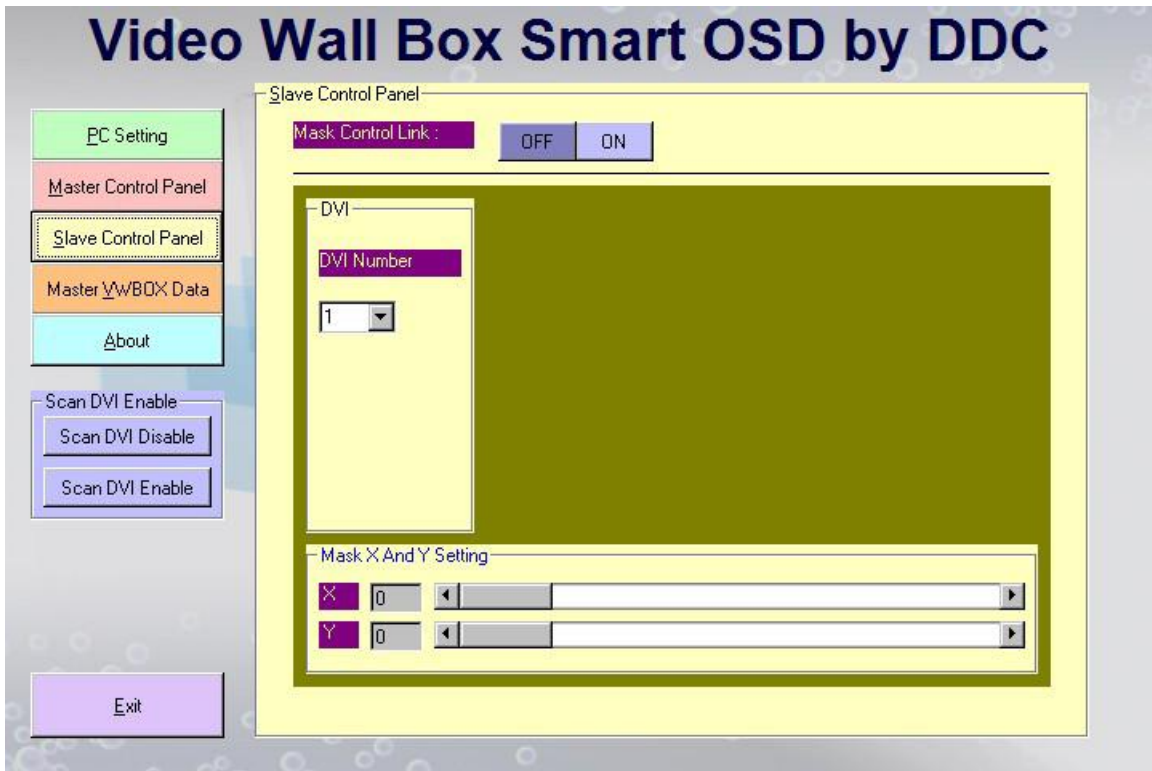


Figure 4-23: SmartOSD Slave Control Panel

➔ Mask Control Link

Enable/disable the mask link between the master and slaves.

When the mask control link has been disabled, the slave controllers can be managed by the following options.

➔ DVI Number

DVI number selects the target slave controller to be managed.

➔ Mask Control

The Mask Control options allow the images to be adjusted to compensate for the gaps between monitors in the video array.

➔ **Off** The images are shown without any adjustments

iVW-UD322 Video Wall Controller

- ➔ **On** The value of X and the value of Y can be adjusted to compensate for gaps between monitors (for single controller)
 - ➔ **MR** The right side is fixed and the left side changes when adjustments are made (for right side controller in the dual controller configuration)
 - ➔ **ML** The left side is fixed and the right side changes when adjustments are made (for left side controller in the dual controller configuration)
 - ➔ **MU** The top side is fixed and the bottom side changes when adjustments are made (for top side controller in the dual controller configuration)
 - ➔ **MD** The bottom side is fixed and the top side changes when adjustments are made (for bottom side controller in the dual controller configuration)
-
- ➔ **Mask X and Y Setting**

Adjusts the horizontal (X) and vertical (Y) mask settings.

iVW-UD322 Video Wall Controller

4.2.2.4 Master Data

The Master Data menu displays the current settings of the master video wall controller.

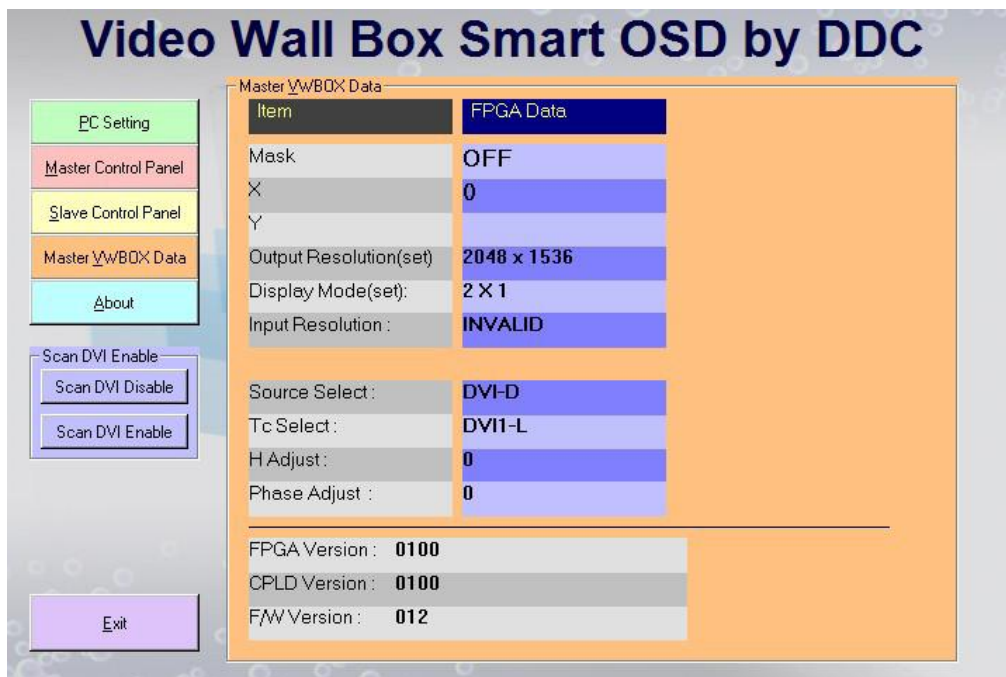


Figure 4-24: SmartOSD Master Data

Troubleshooting



NOTE:

There are no user-serviceable parts inside. Make sure to carefully follow all the instructions in this section to diagnose any problems. If the problem persists, email ds_sales@indstech.com for help or get help from an authorized reseller / distributor

5.1 Troubleshooting

This section provides some simple troubleshooting suggestions.

5.1.1 No Image on One Monitor

If there is no image on one monitor, follow these steps to remedy the problem.

5.1.1.1 Check Monitor Power

Step 1: Make sure the monitor is turned on.

Step 2: Check the power source for the monitor.

iVW-UD322 Video Wall Controller

Step 3: Make sure the power source has the correct power rating (check panel specifications for details).

Step 4: Make sure the LCD panel power cables are properly secured to the monitor and to the power source.

5.1.1.2 Check Monitor Video Connection

Make sure the video cable is linked properly.

Step 1: Make sure a working DVI cable with length less than 5 M is connected to iVW-UD322.

Step 2: Fasten the screws on the connector of video cable.

5.1.2 No Image on Two or More Monitors

If there is no image on more than one of the panels, then repeat the steps in **Section 5.1.1** for all of the monitors in the array.

5.1.3 No Image on Any Monitor

If no image displays on any monitors, repeat the steps in **Section 5.1.1** for all the monitors in the array, then try the following additional steps.

5.1.3.1 Check Video Wall Controller Power

Make sure that the controller is powered on.

Step 1: Ensure the power supply is connected to the power source.

Step 2: Make sure iVW-UD322 is connected to the power adaptor.

5.1.3.2 Check Source Video Connection

Make sure the video cable is linked properly.

Step 1: Make sure a Dual-link DVI cable with length less than 5 M is connected between PC and iVW-UD322.

iVW-UD322 Video Wall Controller

Step 2: Fasten the screws on the connector of video cable.